

Using Notices

To Create a Notice from NORE:

- The NORE (Notice Request) screen appears at the end of the default screenflow for all programs. It lists “notice situations,” or actions taken on your case that may require notification to the participant. It also enables you to request specific notices.
- The NORE screen also appears if you try to exit the TEAMS system when there are unresolved “notice situations” for your caseload.

| Step | Action |
|------|---|
| 1. | <p>Access the NORE screen.</p> <ul style="list-style-type: none"> • You may ‘Next’ to the NORE screen, or it will appear automatically for the situations described above. |
| 2. | <p>Select a notice by entering its four-character code as follows:</p> <ul style="list-style-type: none"> • To resolve a notice situation listed on the screen, enter the code in the “Notice Type” field next to that item. • If there are no notice situations listed (or you wish to send an unrelated notice), tab to the “Others” field and enter the code. <ul style="list-style-type: none"> – Note: For help in obtaining the four-character notice code, see “To Access Online Help for Notices,” below. |
| 3. | <p>When the notice code has been entered (Step 3), press Enter. One of two things will happen:</p> <ul style="list-style-type: none"> • The NORA (Notice Requires Additional Information) screen will display. Enter the Benefit Month, Program Type, Subtype, etc. as necessary and press Enter. <p>OR</p> <ul style="list-style-type: none"> • The NOTI (Notice) screen will display the selected notice. Information from the case will be automatically inserted at the top and in certain fields in the text. Fields that are automatically completed by TEAMS will display as: &&[keyword]&&. <ul style="list-style-type: none"> – Note: If you have selected the wrong notice, press F2 to exit this NOTI screen without saving changes. (You don’t have to enter information in the notice first.) |
| 4. | <p>On NOTI, complete the following:</p> <ul style="list-style-type: none"> • (<i>Optional</i>) Enter a custom greeting in the “Salutation” field, if desired. If left blank, the system will use the default salutation: “Dear [Case Name]”. • With your mouse or the arrow keys, place your cursor in the first mandatory field (shown as *% % % % % %*), and enter the requested information. Begin typing on the first percent sign; do not type over the asterisks (*). Extra % symbols will be deleted automatically by the system. • Complete all mandatory fields on the notice. • Place your cursor in optional fields (shown as #####) and enter additional information, if appropriate. |

| | |
|-----------|---|
| | <p>Formatting tips for optional (#####) fields:</p> <ul style="list-style-type: none"> To insert a hard return, enter two Greater Than > symbols and a space. >> means “end this line.” (There is no need to move the cursor to the next line after typing these symbols; the NOTI screen understands this command.) To insert a blank line between paragraphs, use the above command twice. >> >> means “end this line, and insert a blank line after it.” Be aware that there are a fixed number of lines available for freeform text. If blank lines are inserted (as described above), there will be less room for text. |
| 5. | <p>Press Enter to page through the entire notice.</p> <ul style="list-style-type: none"> Although NOTI may show two or three screens of information, the notice itself will print on one sheet of paper. When you have passed through all NOTI screens, the NOHI (Notice History) screen will appear, displaying the finished notice without symbols. |
| 6. | <p>Proofread the text carefully on NOHI. Once again, the system will force you to review the entire notice, which may occupy two or three screens.</p> <p>Then, on the bottom of the last NOHI screen, enter a code as follows:</p> <ul style="list-style-type: none"> To mail the notice with no further corrections, type M and press Enter. To return to the NOTI screen for additional editing, type R (Return...) and press Enter. (Repeat Steps 4 – 6 as needed.) To delete the notice entirely, type D and press Enter. |
| 7. | Repeat the procedure as needed to create additional notices from the NORE screen. |

To Use the “Notice Lookup” function (Online Help):

| Step | Action |
|-----------|--|
| 1. | On the NORE (Notice Request) screen, place your cursor in the “Notice Type” field (either in the upper portion of the screen or in the “Others” section at the bottom). |
| 2. | Hold down your Shift key, and press F12 to display the NOTL (Notice Lookup) screen. |
| 3. | <p>In the NOTL list, find the number or title of the notice you need.</p> <ul style="list-style-type: none"> To search for a particular section of notices, use the LOCATE NOTICE field. <ul style="list-style-type: none"> Enter the first character of the notice (“M” for the Medicaid notices, for example) or Enter a complete notice number (“M115” to go to that specific notice). To browse the list page by page, press F8 to scroll forward, F7 to scroll backward, or F6 to return to the first page of the list. |

| | |
|-----------|--|
| 4. | Select or Inquire on a notice: <ul style="list-style-type: none"> To read the text of any notice before selecting it, type I in the SEL field. (This accesses the NODE table; change the page number at the top of NODE to read the full notice.) To return to the NOTL list from NODE, press F5. To select a notice, type S in the SEL field. (This closes NOTL and transfers the notice number to the NORE screen.) To exit NOTL without selecting a notice, press F5. |
|-----------|--|

To Manage the NORE Screen:

- Multiple or unnecessary notice situations may be displayed on NORE. Follow these steps to keep the screen current and avoid technical issues with NORE which can arise if too many notices are allowed to collect on this screen.

| Step | Action |
|-----------|--|
| 1. | When NORE appears at the end of the default screenflow for a case, do <u>one or all</u> of the following as appropriate for the case: <ul style="list-style-type: none"> Create notices as necessary per policy, using the list of notice situations as a guide. Delete duplicate or unnecessary notice situations by typing Y in the “Del” (Delete) field and pressing Enter. (Multiple items can be deleted at one time.) Press Enter to move past the NORE screen, saving notice situations for later. Delete all notice situations for a case by entering a Y in the DELETE ALL REQUESTS FOR THIS CASE field. Note: when Enter is pressed, these notices are permanently deleted, so use this option carefully! |
| 2. | When NORE appears after pressing the Pause key (when exiting TEAMS): <ul style="list-style-type: none"> You can create notices and/or delete unneeded notice situations; OR You can type QUIT in the Nexting field on NORE to exit without taking action. All remaining notice situations will be preserved for later. Delete all notice situations for a caseload by entering a Y in the DELETE ALL REQUESTS FOR THIS CASELOAD field. Note: when Enter is pressed, these notices are permanently deleted, so use this option carefully! |

To Read a Notice:

- TEAMS retains a history of all notices that were sent for the case.
- Anyone with inquiry access to TEAMS can view notices.

| Step | Action |
|-----------|---|
| 1. | ‘Next’ to the NOHS (Notice History Summary) screen for the case. |

| | |
|----|--|
| 2. | Type Y in the “Browse/Edit” field to the left of the desired notice. Press Enter. The NOHI screen will appear, displaying the notice text. |
| 3. | Press F2 to return to the NOHS screen to select another notice, if desired. Or, press F3 to return to the SYSE menu. |

To Edit a Notice (only on the SAME DAY you created it):

- A nightly batch process will issue all notices that were created that day.

| | |
|----|---|
| 1. | ‘Next’ to the NOHS (Notice History Summary) screen. |
| 2. | On NOHS, type Y in the “Browse/Edit” field to the left of the notice; press Enter. The NOHI (Notice History) screen will display the notice text. |
| 3. | Type E (Edit) in the field at the bottom right of the screen; press Enter. The NOTI (Notice) screen will appear for editing of mandatory or optional fields as needed. <ul style="list-style-type: none"> • Refer to the first procedure above for use of the NOTI screen. |

To Delete a Notice (only on the SAME DAY you created it):

| Step | Action |
|------|--|
| 1. | ‘Next’ to the NOHS (Notice History Summary) screen. |
| 2. | On NOHS, use one of the following actions: <ul style="list-style-type: none"> • To read the notice before deleting it (to verify it is the correct one), type Y in the “Browse/Edit” field and press Enter. This will display the NOHI screen. <ul style="list-style-type: none"> – To delete this notice, type D in the field at the bottom right; press Enter. – If this is not the correct notice, press F2 to return to NOHS. • To delete the notice directly from NOHS, type Y in the “Del” field; press Enter. |

To Mail a Copy of a Notice to Another Address:

| Step | Action |
|------|--|
| 1. | ‘Next’ to the NOHS (Notice History Summary) screen. |
| 2. | On NOHS, type Y in the “Mail Copy” field next to the desired notice; press Enter. <ul style="list-style-type: none"> • Note: Only the original notice may be copied. An asterisk (*) on NOHS indicates that the notice is a copy. The NOAD (Notice Address) screen will display. |

| | |
|----|---|
| 3. | On NOAD , enter the name and full address of the secondary recipient. |
| 4. | At the bottom of the screen, type M to mail the copy, or D to delete the copy. Press Enter. |

To Send a Notice to the Surviving Relatives of a Deceased Primary Information Person (PI):

- If an individual other than the PI dies, follow only steps 1-3. Adjust the Salutation accordingly.

| | |
|----|--|
| 1. | Access the NORE screen. |
| 2. | Select a notice by entering its four-character code. |
| 3. | On NOTI , complete the following: <ul style="list-style-type: none"> • Enter a custom greeting in the “Salutation” field: “To the family and friends of [Deceased PI’s name]. (Otherwise, the system would use the default salutation: “Dear [<i>Case Name</i>].”) • With your mouse or the arrow keys, place your cursor in the first mandatory field (shown as *% % % % % %*), and enter the requested information. Begin typing on the first percent sign; do not type over the asterisks (*). Extra % symbols will be deleted automatically by the system. • Complete all mandatory fields on the notice. • Place your cursor in optional fields (shown as #####) and enter additional information, if appropriate. |
| 4. | ‘Next’ to the NOHS (Notice History Summary) screen. |
| 5. | On NOHS , type Y in the “Mail Copy” field next to the desired notice; press Enter. <ul style="list-style-type: none"> • Note: Only the original notice may be copied. An asterisk (*) on NOHS indicates that the notice is a copy. The NOAD (Notice Address) screen will display. |
| 6. | On NOAD , enter the name and full address of the secondary recipient. |
| 7. | At the bottom of the NOAD screen, type M to mail the copy. Press Enter. |
| 8. | On NOHS , type Y in the “Del” field next to the original notice (the one that does not have a ‘*’; press Enter. |